
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Tender Hearted Services, Inc

November 28, 2017

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Introduction

The purpose of the Comprehensive Report is to report on the findings in the Quality Assessment and Improvement (QA&I) Process. The report will cover the findings from the onsite, record review, and interviews, along with a summary of the performance of the agency. The process will be done through a QA&I Summary, Data Analysis and Performance evaluation. The statewide focus for this cycle's report is Community Involvement, Employment, and Communication. The interview questions are in regard to these focus areas.

QA &I Summary

Tender Hearted Services, Inc. started the QA&I process with the submission of their Self- Assessment. The Self- Assessment was submitted on August 7, 2017. Franklin/ Fulton AE is the assigned AE and scheduled the entrance interview and onsite review for October 17, 2017. The AE started the record review on October 13, 2017. The two week notification letter was sent on September 29, 2017 with the sample and documentation needed for the onsite review. The onsite review occurred on the assigned date of October 17, 2017. There were three records reviewed and two interviews held at the onsite and the last interview scheduled. The final interview occurred on October 31, 2017.

At the start of the onsite review, the provider had all documentation aligned and ready for the review. The AE had completed the record review and reviewed the policies that the provider had sent with the Self- Assessment. The exit meeting was held on November 29, 2017.

Tender Hearted Services, Inc. is an agency that provides In-Home and Community Supports, Companion and Respite Services. All consumers receiving In-Home and Community Supports are out in the community 75 to 100% of the time services are provided. Tender Hearted Services, Inc. believes that all consumers have the right to decide how their services are provided. Their philosophy is to put the individual first, they are asked how they want to spend their time in the community and because of that the individuals receiving supports are working, volunteering, members of Fire Departments, taking swimming lessons, guitar lessons and art classes, attending church services and activities, going on vacations, trips to pro-football games and indoor water parks, and numerous other activities of their choosing. Tender Hearted Services, Inc. believes their individuals are happy with the services provided and have rich and full lives. Their goal is to continue doing what they are doing by letting the individual direct how they want their services provided.

Tender Hearted Services, Inc. had two policy issues that needed remediated. A Corrective Action Plan is attached in Appendix B: TenderHeartedServices103247318FranklinFulton2017CAP. The reports were submitted to the provider on November 28, 2017.

Data Analysis and Performance Evaluations

Tender Hearted Services, Inc. is a new provider of ODP services in Franklin/Fulton County. As a result, they have been providing services for less than a year under the Tender Hearted Service, Inc. name. The provider and staff do have extensive experience in providing services to people with Intellectual Disabilities. Both policies that had issues were already in existence but needed to add a criteria to make them compliant for QA&I. The Policies were revised before the writing of this report and sent to AE. The details can be found in Appendix A: TenderHeartedServices103247318FranklinFulton2017MCI.

While a new provider, Tender Hearted Services, Inc. had all information ready for the AE to do the review. The following was found during the review: The QM plan was not on the ODP Template but did reflect ODP's Mission, Vision and Values and did not meet criteria. The plan was written policy format. The QM Plan template was sent to provider and the provider sent the QM plan and action plan back on the template. This provider did not have a certified investigator but has had no incident to investigate. They are looking to contract with another provider to do investigations as they are still waiting on the Certified Investigator training to reopen.

The three focus areas that were discussed in the interviews were Community Involvement, Employment, and Communication. Tender Hearted Services, Inc. serves three individuals and all three were interviewed. All three are involved in Community Activities with volunteering, working and social activities. All three were happy to tell the AE what activities that they are involved in. While one of the individuals is working in community jobs, she is not receiving supported employment services. This provider does not provide Supported Employment Services at this time. All the individuals who were interviewed are verbal and one has a communication plan. This plan is followed and is spelled out in the ISP. All the caregivers know her communication style and can converse with her once she gets to know them.

Tender Hearted Services, Inc. could improve by expanding the number of individuals they support but hiring and retaining qualified staff is an issue for the direct care staff positions. This is a known issue and the provider chooses to wait until she can provide the staff before expanding.

There were multiple differences in the Self- Assessment and the review. Besides the 3 issues discussed above, the AE looked at training records for 6 staff and only 3 were hired at time of self-assessment. The rest were discrepancies between what the provider thought were N/A and what the AE thought should have been yes. No deficiencies were noted in these discrepancies.

Appendices

TenderHeartedServices103247318FranklinFulton2017MCI: Review Results

TenderHeartedServices103247318FranklinFulton2017CAP: CAP